

<b>Utah Medicaid Provider Manual</b>	<b>General Attachments</b>
<b>Division of Health Care Financing</b>	<b>Updated October 2005</b>

## Guide to Medical Interpretive Services

- Follow the steps below to obtain medical interpretive services paid by Medicaid for a qualified client.
- Follow the steps in order.
- The box on the left is a "QUICK GUIDE" with keywords.
- The column on the right side of the box is information about each step.
- On the back side of this page is a list of Medical Interpretive Service Contractors and languages covered.
- For more information, refer to the Utah Medicaid Provider Manual, SECTION 1, Chapter 1 - 1, Applying for Medicaid 1; Chapter 2 - 1, Medicaid Services, item 33; Chapter 6 - 12, Medical Interpretive Services.

World Wide Web Address: <http://health.utah.gov/medicaid/pdfs/SECTION1.pdf>

### QUICK GUIDE

#### Medical Interpretive Services for

#### Medicaid, CHIP, PCN, and services authorized on a State Medical Services Reimbursement Agreement Form (MI-706).

Both client and service must qualify for  
Medicaid to pay for an interpreter.

- Client eligible for health care service?  
NO - Client NOT ELIGIBLE for free interpreter.
- Client in managed care plan?  
YES - Go to step 3.  
NO - Go to step 4.
- Service covered by managed care plan?  
YES - ☎ Call plan for interpreter.  
NO - Plans do not cover pharmacy, dental and  
chiropractic services. Go to step 4.
- Health care service covered by fee-for-  
service medical program for which the  
client is eligible?  
NO - Client NOT ELIGIBLE for free interpreter.  
YES - ☎ Call medical contractor for  
interpreter.
- Give required information to contractor.

Reference: Utah Medicaid Provider Manual  
SECTION 1, Chapter 6 - 12, Medical Interpretive Services

#### ❶ Client eligible for health care service?

Verify that the patient is eligible for a federal or state medical assistance program. Programs include Medicaid, CHIP, PCN, and services authorized on a State Medical Services Reimbursement Agreement Form (MI-706). If not eligible, the client is NOT ELIGIBLE for a free interpreter.

#### ❷ Client in managed care plan?

Verify whether the patient is enrolled in an HMO and/or a mental health plan.

YES - When client is enrolled in a plan, go to step 3.

NO - When client is not enrolled in a plan, go to step 4.  
The client is fee-for-service.

#### ❸ Service covered by managed care plan?

YES - A managed care plan must also cover interpretive services. Call the plan for interpreter.

NO - Medicaid's managed care plans do not cover pharmacy, dental or chiropractic services. These are fee-for service. Go to step 4.

#### ❹ Service covered by fee-for-service medical program for which the client is eligible?

NO - When the service is NOT covered, the client does not qualify for a free interpreter.

YES - When the service is covered, an interpreter is also covered. This includes pharmacy, dental and chiropractic services for clients in a managed care plan.

#### ❺ When both the client and the service qualify, call one of the contractors listed on page 2. Give the required information below.

- Client's first and last name spelled exactly as on the Medicaid Identification Card.
- Client date of birth: six digits only (mm/dd/yy)
- Client's Medicaid number
- Your twelve-digit Medicaid Provider Number
- The Medicaid contractor number (listed on page 2).
- Language requested.
- Time and date an interpreter is needed, whether in-person or telephone.

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## Medical Interpretive Service Contractors Contractor Numbers and Languages

### Catholic Community Services of Utah

(801) 977-9119 (On Site Refugee Program Only)  
Hours: Monday through Friday, 9:00 a.m. - 5:00 p.m.

- Contractor number **06 - 6175**
- Languages: Albanian, Arabic, Armenian, Bosnian, French, Italian, Nuir, Persian, Russian, Somali, Spanish, Vietnamese. Call for specific language needed.

### International Rescue Committee

(801) 328-1091 (On Site Refugee Program Only)  
Hours: Monday through Friday, 9:00 a.m. - 5:00 p.m.

- Contractor number **06- 6124**
- Languages: Acholi, Albanian, Arabic, Bari, Dinka, Kakwa, Madi, Nuir, Russian, Serbo-Croatian (Bosnian/Serbian), Spanish, Swahili. Call for specific language needed.

### Asian Association

(801) 412-0577 (On Site Refugee Program Only)  
Hours: Monday through Friday, 9:00 a.m.-5:00 p.m.

- Contractor number **06 - 6121**
- Languages: Laotian, Macedonian, Turkish, Urduk, Kran, Bosnian, Persian, Banlanda, Farsi. Call for specific language needed.

### Pentskiff Interpreting Services

(801) 484-4089 (Telephonic & On Site)  
Toll-free: 1-888-898-7129  
Hours: 24 hours a day, 7 days a week, 365 days a year

- Contractor number **06 - 6149**
- Languages: Armenian, Belorussian, Bosnian, Chinese, French, German, Japanese, Russian, Spanish, Ukranian, Vietnamese. Call for specific language needed.

### Linguistica International

(801) 908-5744 (Telephonic & On Site)  
Hours: 24 hours a day, 7 days a week, 365 days a year

- Contractor number **06- 6119**
- Languages
  - By telephone or onsite , 92+ languages. See complete list at [www.linguisticainternational.com](http://www.linguisticainternational.com)
  - Sign Language Interpreters also available

### Propio Language Services

(888) 804-2044 (Telephonic Only)  
Hours: 24 hours a day, 7 days a week, 365 days a year

- Client number **1665** (Contractor number **06 - 6116**)
- Languages : 150 + languages. Most all languages provided. Call for specific language needed.

### Institute for Cultural Competency

(800) 654-6231 (Telephonic Only)  
Hours: 24 hours a day, 7 days a week, 365 days a year

- Contractor number **06 - 6118**
- Languages : 150 + languages. Most all languages provided. Call for specific language needed.